

**Four Star Marketing, LLC  
3281 Jackson Avenue  
Suite 103  
Memphis, TN 38122**

**Via ECFS**

October 23, 2013

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**RE: WC Docket No. 10-90  
Cover Letter  
FCC Form 481 Filings of Four Star Marketing LLC d.b.a. Mid-South Home Phone  
For Study Area Code 299019/TN**

Dear Ms. Dortch:

Four Star Marketing LLC d.b.a. Mid-South Home Phone (Four Star Marketing) hereby files with the Commission its Form 481 for the program year 2012 for the above referenced Study Area Code. This form was filed on October 15, 2013 with the Universal Service Administration Company (USAC) via email and a paper copy has been submitted to the Tennessee Regulatory Authority. These documents contain no confidential information.

Four Star Marketing is a Lifeline only telecommunications carrier (ETC) that has been designated an ETC by the state commission.

Respectfully submitted,



Min-Su Kang  
President, Four Star Marketing, LLC d.b.a. Mid-South Home Phone

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481

OMB 3060-0986

OMB 3060-0819

Avg. Burden Estimate per Respondent: 20 Hours

<010>	Study Area Code	299019
<015>	Study Area Name	Four Star Marketing, LLC
<020>	Program Year	2012
<030>	Contact Name: Person USAC should contact with questions about this data	Min-Su Kang
<035>	Contact Telephone Number: Number of the person identified in data line <030>	901-562-1000
<039>	Contact Email: Email of the person identified in data line <030>	<a href="mailto:compliance@midsouthphone.com">compliance@midsouthphone.com</a>

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<210>	<input type="checkbox"/> N/A <-- check box if no outages to report			N/A
<300>	Unfulfilled Service Requests (voice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<310>	Detail on Attempts (voice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<330>	Detail on Attempts (broadband)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		<input type="checkbox"/>	N/A
<410>	Fixed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<420>	Mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440>	Fixed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<450>	Mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input type="checkbox"/>	N/A
<510>		(attached descriptive document)	<input type="checkbox"/>	N/A
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input type="checkbox"/>	N/A
<610>		(attached descriptive document)	<input type="checkbox"/>	N/A
<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input type="checkbox"/>	X
<1000>	Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010>		(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>		(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	X

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

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<810>	Reporting Carrier	Four Star Marketing, LLC
<811>	Holding Company	
<812>	Operating Company	

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**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**

 FCC Form 481  
 OMB Control No. 3060-0986  
 OMB Control No. 3060-0819  
 July 2013

**Data Collection Form**

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<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<u>4Star terms and conditions.pdf</u> Name of attached document (.pdf)
<1220>	Link to Public Website	HTTP _____

Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

**Certification - Reporting Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986  
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: Four Star Marketing, LLC

Signature of Authorized Officer:

Date

10/14/2013

Printed name of Authorized Officer: Min-Su Kang

Title or position of Authorized Officer: President

Telephone number of Authorized Officer: 901-562-1000

Study Area Code of Reporting Carrier:

299019

Filing Due Date for this form:

10/15/2013

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

**Lifeline Plan:**

29.24 Lifeline plan includes 100 min free LD

**Toll Fees:**

2000 minutes 12.00

60 Toll Free Access: 1.00

Directory Assistance: 1.00 per call

Existing Mid-South Home Phone tariffs which are officially on file with the various state public utility commissions and the Federal Communication Commission ("FCC") supersede any terms related to the Services.

The following Terms and Conditions of Service as stated by Mid-South Home Phone contain important information about your rights as a subscriber. By subscribing to service provided by Mid-South Home Phone, you are agreeing to the following Terms and Conditions of Service. Mid-South Home Phone Lifeline service requires that you meet eligibility requirements in your state for Lifeline.

Any changes or modifications to these Mid-South Home Phone Terms and Conditions of Service will be binding once posted on the Mid-South Home Phone website found at [www.midsouthphone.com](http://www.midsouthphone.com).

**SURCHARGES AND TAXES:**

Mid-South Home Phone subscribers are solely responsible for paying all charges, including but not limited to all applicable surcharges, fees, taxes, and regulatory charges. Mid-South Home Phone subscribers are responsible for all charges applicable to the customer. Changes to a surcharge, fee, or tax will become effective in the manner provided by the taxing authority, and change to applicable contribution amounts for the Federal Universal Service Fund ("FUSF") will go into effect in the manner provided by regulating authority. Other regulatory charges may become effective immediately.

**LIMITATION OF LIABILITY:**

Mid-South Home Phone will not provide connections to or installations of phone jacks. Mid-South Home Phone is not responsible for any interior wiring, jacks, or any other parts or equipment. Mid-South Home Phone will provide dial tone to the customer interface box (D-MARK or NID). Mid-South Home Phone is not responsible for problems that are determined to be inside wiring. You will be given the opportunity to purchase Inside Wire Maintenance prior to your order being completed. If Inside Wire Maintenance is elected *after* completion of hookup, there will be a \$60 charge for accelerated service, or a 30-day waiting period for a normal \$10 service change charge. New Service Requests can take up to 15 business days and the installation date is completely dependent on when AT&T can install the service. If AT&T determines the service address is invalid, the installation date will be delayed. Mid-South Home Phone is not responsible for crediting your account for any delays in activating service. You are responsible for contacting us to verify that your service is active if you are unsure.

In the event your phone service is disconnected for non-payment, unauthorized charges, or for any other reason, you agree to hold Mid-South Home Phone and its owners harmless as to any situation that should arise as a result of disconnection, including your inability to call 911 or any other phone number.

**INDEMNITY:**

To the full extent allowed by law, you hereby release, indemnify, and hold Mid-South Home Phone and its officers, directors, employees and agents harmless from and against any and all claims of any person or entity, for damages of any nature arising in any way, from or relating to-directly or indirectly, service provided by Mid-South Home Phone or any person's use thereof (including, but not limited to, personal injury), INCLUDING CLAIMS ARISING IN WHOLE OR IN PART FROM THE ALLEGED NEGLIGENCE OF MID-SOUTH HOME PHONE. This obligation shall survive termination or expiration of your service with Mid-South Home Phone.

**SERVICE RESTRICTIONS:**

There is a toll restriction on your local phone service. You may elect to opt out and not have a toll restriction. Opting out of the toll restriction requires a \$500 deposit to Mid-South Home Phone. Toll Limitation Service (TLS) support allows eligible consumers to choose Toll Blocking or Toll Control services at no cost.

Consumers who wish to avoid incurring large long distance charges can choose either Toll Blocking, which prevents callers from placing any long distance calls, or Toll Control, which limits long distance calls to a pre-set amount selected by the consumer. The service deposit for providing local telephone service is waived if a consumer voluntarily elects Toll Blocking.

Mid-South Home Phone service blocks access to certain categories of numbers (e.g. 976, 900 and international destinations) at the sole discretion of Mid-South Home Phone. Mid-South Home Phone also reserves the right to change or modify any of these Mid-South Home Phone Terms and Conditions of Service at any time and at Mid-South Home Phone's sole discretion. Your Mid-South Home Phone account is non-transferrable.

You agree to have a "freeze" placed on your phone line to keep another company from taking your line without your permission. You understand and agree that your phone must stay connected for at least 31 days from the date AT&T completes the order.

You acquire no proprietary interest in any telephone number assigned to your Mid-South Home Phone account. You must accept the telephone number assigned to your account at the time of activation, which Mid-South Home Phone shall assign at its sole discretion. The phone number you are issued at the time you place your order is subject to change.

Mid-South Home Phone rates and services are subject to change without notice. Mid-South Home Phone may modify or cancel any Service or take corrective action at any time without prior notice and for any reason, including but not limited to your violation of Mid-South Home Phone Terms and Conditions. Mid-South Home Phone Customer Service can be reached by dialing 1.855.963.3258.

**CHARGES YOU ARE RESPONSIBLE FOR:**

The customer is responsible for paying all charges. Charges may include, without limitation: recurring monthly service charges, activation charges, service extension charges, applicable taxes, surcharges, and governmental fees, whether assessed directly upon you or upon Mid-South Home Phone. You are financially responsible for any repairs or changes made to your physical phone line or any wiring.

## **PAYMENT**

Payment may be made by cash, money order, credit card, or check card. *We will not accept checks.* No refunds will be given at any time for unused service. If your payment is not received by Mid-South Home Phone within 5 days of your scheduled due date, your phone service is subject to Disconnection.

## **RECONNECTION**

Reconnection requires that your account be paid in full *plus* a \$60 Reconnection Fee. There is no guarantee that you will get the same phone number upon reconnection.

## **LIFELINE PROGRAM INFORMATION:**

Eligibility for Mid-South Home Phone service varies by state. You may qualify for Mid-South Home Phone if you participate in any of the government programs listed on your Mid-South Home Phone application or if you satisfy household income eligibility standards. **Beginning June 1, 2012**, consumers applying to Mid-South Home Phone based on participation in a qualifying federal or state program or by household income eligibility standards will be required to provide proof of program participation and/or documentation of your household income. By completing the Mid-South Home Phone application, you consent to the release of your information (including financial information) as required for the administration of your Mid-South Home Phone service.

Mid-South Home Phone reserves the right to review your eligibility status at any time, as well as the right to require you to provide written documentation of either your household income or your participation in a qualifying federal or state program. You may only receive Lifeline Assistance for a single landline or wireless telephone account at your principal residence. If you or any member resident at your primary address receives Lifeline Assistance from any other telephone company, you are responsible for notifying your current service provider that you have been approved for Lifeline Assistance through Mid-South Home Phone. Eligibility for Mid-South Home Phone may not transfer to a third party. Benefits received under the Mid-South Home Phone service, including but not limited to any voice minutes received under the Mid-South Home Phone service, may not be transferred.

## **PRIVACY POLICY SCOPE:**

Mid-South Home Phone respects the privacy of all of its subscribers. Privacy is a matter of trust and Mid-South Home Phone will work to make sure subscribers' information is protected.

### *Information We Collect, How We Collect It, and How We Use It:*

Mid-South Home Phone collects your contact information as well as the information you provide during transactions, customer service, surveys, and online registration for service. We collect your information so that we may better provide you with service. Mid-South Home Phone may use the information collected to provide you with the best customer experience possible; respond to your questions; communicate with you regarding service updates, offers, and promotions; address network integrity and security issues; investigate, prevent, or take action regarding illegal activities, violations of our Terms of Service, or acceptable use policies; and for local directory and directory assistance purposes.

### *How We Use/Share Your Information:*

Subject to applicable legal restrictions, Mid-South Home Phone may share your personal information to make sure we provide you with the best service possible. We share your personal information only with Mid-South Home Phone companies that perform services on our behalf (e.g., billing) so that they may provide those services. We do not provide personal information to non-Mid-South Home Phone companies for the marketing of their own products and services without your consent. We may provide personal information to non-Mid-South Home Phone companies or other third parties for purposes such as:

- Responding to 911 calls and other emergencies;
- Complying with court orders and other legal processes;
- To assist with identity verification, and
- To prevent fraud and identity theft

By using this Service, you assert you have carefully read and understood this Customer Agreement and accept all the Terms and Conditions therein. You also assert that there are no other agreements, written or oral, between you and Mid-South Home Phone.